

### What They Do

Technical Services Representatives work with customers over the telephone, on-line, or in person to resolve difficulties with products or services their company provides. These representatives help customers use the products they have purchased such as equipment, pharmaceuticals, or biological products such as DNA, viruses, or bacteria. They also answer questions from prospective customers concerning the more technical aspects of products or services. Technical Service Representatives may be asked to travel to a customer's location to help resolve problems. Representatives may work as part of a team to resolve difficulties. Often, they are required to keep records of their customer contacts. Problems that they encounter can sometimes be an indication that the company needs to improve their product, or provide better documentation so the customer can resolve problems themselves.

This interactive position provides technical information for incoming customer and distributor inquiries, answers technical inquiries on products and services, maintains and answers customer e-mails in Gold Mine software, and resolves customer technical difficulties.

*Technical Services Representatives in the biotech industry share characteristics of Life, Physical, and Social Science Technicians, All Other. Detailed descriptions of this occupation may be found in the Occupational Information Network (O\*NET) at [online.onetcenter.org](http://online.onetcenter.org).*

Important skills, knowledge, and abilities include:

- ▶ Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ▶ Service Orientation – Actively looking for ways to help people.
- ▶ Customer and Personal Service – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ▶ Oral Comprehension – The ability to listen to and understand information and ideas presented through spoken words and sentences.
- ▶ Oral Expression – The ability to communicate information and ideas in speaking so others will understand.

### Training/Requirements

- ▶ Bachelor of Arts or Science degree.
- ▶ Up to two years of related experience.
- ▶ Must possess some knowledge of the company's products. (See **Additional Sources of Information.**)

## Technical Services Representatives

# Biotechnology Careers

### What's the California Job Outlook?

While the Bureau of Labor Statistics does not collect data on Technical Services Representatives, the occupation listed below is found in the biotechnology industry and has similar duties. The California outlook and wage figures are drawn from all industries and represent an occupation comparable to Technical Service Representatives.

Standard Occupational Classification	Estimated Number of Workers 2002	Estimated Number of Workers 2012	Average Annual Openings	2005 Wage Range (per hour)
Life, Physical, & Social Science Technicians, all other				
19-4099	11,600	14,300	540	\$15.63 to \$26.73

*These figures do not include self-employment.*

*Average annual openings include new jobs plus openings due to separations.*

*Source: [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov), Employment Projections by Occupation and OES Employment & Wages by Occupation, Labor Market Information Division, Employment Development Department.*

### Additional Sources of Information

American Marketing Association  
(800) AMA-1150  
[www.marketingpower.com](http://www.marketingpower.com)

National Association of Pharmaceutical Sales Representatives  
(800) 913-0701  
[www.napsronline.org](http://www.napsronline.org)

Society for Marketing Professional Services  
(800) 292-7677  
[www.smpps.org](http://www.smpps.org)

National Association of Sales Agents-A Manufacturer's Representative Association  
(815) 838-3055  
[www.nasareps.com](http://www.nasareps.com)

National Technical Services Association  
(703) 684-4722  
[www.ntsacom](http://www.ntsacom)

Occupational Information Network (O\*NET)  
<http://online.onetcenter.org>